

# The Solution: Excellence in Quality

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## STANDARDS OF EXCELLENCE

First proposed in 2011, the Standards of Excellence were created based on a strong desire for a systematic process in which those that most effectively served and housed the homeless could be accurately identified and rewarded. To push that effort forward, Home For Good collaborated with many community groups and researched national practices, looked at local performance goals, and organized work groups to develop standards from the perspective of those who know the work the best.

The Standards of Excellence are a set of performance and quality goals for permanent supportive housing programs, emergency shelters, and outreach programs and list the most critical outcomes necessary to effectively reduce and end homelessness in addition to offering a set of best practices to which service providers should aspire.

Excellence in quality is a key standard that protects our homeless neighbors and the investment we make in their care.

Concrete, consistent standards are critical to ensuring we focus our efforts and resources in the most effective ways possible. In a reality where all resources are extremely limited, we need to think smarter about our current strategies and investments in the community, and to push forward solutions that help us end homelessness.

In 2013-2014, 40 capacity building trainings around the standards were held to support over 1400 participants who convened to share best practices and implement excellence in quality at scale.

# Drive Excellence in Quality: **The Standards**

The Standards of Excellence were co-created to focus our system on a clear set of goals and practices for service providers and funders related to housing and services that end homelessness.

The Standards of Excellence ensure:

- Opportunities for capacity building and creating more effective programs
- Funders consistently acknowledge and reward those that are the most effective
- Simplification of performance reports and requests for proposals
- Our community sets real goals towards ending homelessness, especially chronic homelessness

**Performance Goals and Indicators** Markers and metrics of programs that make progress

**Operating Standards**

Hallmarks of high quality programs

**Suggested Practices**

Strategies for moving forward

## Dave's Story

When the CES outreach team from southeast Los Angeles began working with Dave, a veteran, he had been homeless for more than 20 years. Progress toward housing him had been slow, until staff began working with Coordinated Entry System partner, Mental Health America. Dave was assessed using a universal assessment tool and identified as extremely vulnerable. The case management staff from various organizations working with Dave had a common starting point to provide assistance and target resources and services more effectively than if both used different approaches.

On December 28, 2014 Dave was placed in permanent supportive housing for the first time in two decades. He is adjusting well to his new home and has visits weekly from assigned outreach and service staff. Both are working together helping Dave address his mental and primary health concerns while building a strong relationship with him as he steadily improves the quality of his life and his health. Dave says he received the best Christmas present: a place to call home.

